

# Dear valued customers

## –COVID-19 safety precautions and considerations –

As a bank, we will work to provide essential banking to support our customers' everyday life and business through these challenging times.

As we rise to meet these challenges, the health and safety of our customers remain our top priority. With that in mind, we have implemented measures in order to avoid the "Three C's"; closed spaces, crowded places and close-contact settings.

We also would like to kindly ask our customers to consider the below actions in order to minimize the spread of the COVID-19.

### 01 When visiting a branch

#### Social Distancing



We are limiting the number of customers permitted in our branch at one time so you may experience longer than normal wait times.

#### Masks and temperature checks



Please consult your bank prior to your visit for any urgent services you may need to perform when feeling sick.

### 02 Other banking options

- Please refrain from visiting a branch on dates that are expected to be crowded.
- Please consider using other channels available to you aside from visiting our branch by using online & ATM service and call centers.
- Customers also have the option to use ATM and online services such as "Pay-easy" for their tax and utility payments.

#### Expected crowded dates in Dec. 2020

■ the expected crowded dates.

SUN.	MON.	TUE.	WED.	THU.	FRI.	SAT.
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1/1	1/2
1/3	1/4	1/5	1/6	1/7	1/8	1/9

#### Services available as usual

Deposits and withdrawals of ordinary account

Cancellation of time deposits, investment trust etc.

–Transfer funds  
–Taxes and utility bill payments

Reporting of lost items

–Issuance of new passbook and card  
–Magnetic malfunction of card

Help with borrowing loans

#### Services for you to kindly reconsider performing on crowded dates

Opening and closure of accounts

Depositing money into a time deposit account

Notice of amendment and bank statements

Request to withdraw certain coins and banknotes

Property accumulation products

Money exchange

\* Please ask the bank or check its website for the details of transaction handled.

\* Please consult the bank for your specific reasons of the needed transaction.